

Government for delegation of powers to the Oil Marketing Companies to decide addition of the HSD facility to lone MS retail outlets on the basis of the potential need of the public in the locality and subject to availability of space and meeting the explosive norms.

(b) and (c) One retail outlet, viz., M/s Navyug Service Station of the Bharat Petroleum Corporation Limited (BPC) which was earlier located on Ring Road opposite Defence Colony, was resited to Greater Kailash-I, New Delhi during 1981. This was commissioned as an MSHSD retail outlet by Burmah Shell during 1961 and subsequently the HSD facility was withdrawn owing to poor trade and it was run as a lone MS retail outlet till it was resited to the present location. The BPC has not obtained the storage licence for HSD at the resited location.

(d) The HSD facility was added to 55 lone MS retail outlets during the last three years.

**Complaints received against DSBs in A.P., Bihar and U.P.**

4234. SHRI C. RAMACHANDRAIAH: Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) the details of guidelines laid down for appointment of Chairmen of Dealers Selection Boards and allotment of petrol pumps and gas agencies in various States;

(b) whether Government have recently received complaints from U.P., Bihar, Andhra Pradesh etc. that some Chairmen of the Boards do not fulfil conditions laid down in guidelines and also that the guidelines have been violated with regard to allotment of petrol pumps and gas agencies;

(c) if so, the details of complaints received and the action taken thereon; and

(d) the steps taken or proposed to be taken to ensure that aforesaid guidelines are followed objectively?

**THE MINISTER OF STATE IN THE MINISTRY OF PETROLEUM AND NATURAL GAS (SHRI SANTOSH**

GANGWAR): (a) According to the guidelines for selection of retail outlet dealers/LPG distributors/SKO-LDO dealers, the Dealer Selection Boards (DSBs) have the following composition:—

- (i) A retired judge of a High Court/Retired District Judge/Retired Additional District Judge. —Chairman
  - (ii) An officer of the concerned oil company not below the rank of Dy. GM or Chief Manager, depending on availability. —Member
  - (iii) an officer of another oil company not below the rank of Dy. GM or Chief Manager, depending on availability. —Member
- (b) to (d) Chairmen of the DSBs are appointed in accordance with the guidelines. Complaints are received from time to time and action is taken on them after investigation.

A Grievance Redressal System is provided in the existing guidelines for selection of dealers/distributors for Retail Outlet dealerships, LPG distributorships and SKO-LDO dealerships, whereby the concerned oil company conducts enquiry in respect of all complaints against selection of dealers/distributors. The complaints against the empanelled candidates are investigated by two officers of the concerned oil marketing company. The inquiry report is forwarded by the oil marketing company to the DSB. The Chairman, in consultation with the other members of the DSB, examines the report with reference to the complaint and conveys his directions/order for compliance by the oil company.

The guidelines for selection of dealers/distributors of petroleum products are reviewed from time to time to maintain transparency and fairness in the selection of dealers/distributors.